

The District of Columbia Fire/EMS Department

Second Edition — September 2008



Great News Book



Fire Chief Dennis L. Rubin



GOVERNMENT OF THE DISTRICT OF COLUMBIA
D.C. FIRE AND EMERGENCY MEDICAL SERVICES DEPARTMENT
WASHINGTON, D.C. 20001



ADDRESS REPLY TO
"FIRE CHIEF"

September 30, 2008

To The D.C. Fire/EMS Members:

In an effort to share the positive events of the D.C. Fire and Emergency Medical Services Department, the Public Information Office has compiled a **"GREAT NEWS BOOK."** This publication will serve as a record for all the letters, interviews and dynamic rescues that D.C. Fire/EMS experiences on a daily basis.

Through the Great News Book we will be able to document the hard work and dedication that the men and women of D.C. Fire/EMS deliver to the visitors and citizens of The District of Columbia. New initiatives such as the Smoke Alarm Verification and Utilization Program (SAVU), the Fire Hydrant Inspection Program, the establishment of the EMS Path Forward Committee and the Equity/LGBT Liaison Office, are just a few examples of the professional services that may be recognized in this and/or future editions of the Great News Book.

We are asking all members to help in compiling this volume of great news. Please send all copies (keep the originals for your records) of thank you letters, commendations and "a job well done" to the Public Information Office.

For additional information regarding the Great News Book or just question in general please call the Director of Public Affairs at 202.673.3331.

Sincerely,

Dennis L. Rubin
D.C. Fire/EMS Chief

Sent: Thursday, February 07, 2008 9:51 AM
To: fems@dc.gov
Cc: Rubin, Dennis (FEMS)
Subject: Letter of Gratitude

Dear Chief Rubin,

I would like to express my gratitude to the following members of Capitol Hill's Fire Engine 7.

Lieutenant Mills
Firefighter Farrow
Firefighter Beard
Firefighter Davis
Firefighter Mims

On Saturday, February 2nd, we were hosting a Fire Fighter themed birthday party for our 3 year old son and 15 of his toddler friends (and their parents). The highlight of the party was to be a walk around the corner to visit the fire station at 14th and C Sts., SE. When we called before leaving, we discovered that the station house was empty.

While we had back up plans in case the firefighters were responding to a call, there was still a sense of disappointment that the visit wasn't going to work out. I called the fire station on 8th Street on the off chance they could stop by with a truck...or do anything so these kids could see their heroes in person. Within minutes, I received a call back saying Truck 7 was on its way back to their station from across town and that they would swing by our place.

Now, clearly firefighters have much greater responsibilities than answering the calls of disappointed parents and toddler birthday parties. These firefighters could just as easily gone straight back to the station and not bother with us at all - and I would have completely understood. But they didn't.

Instead, they pulled their massive truck into the alley next to our rowhouse and opened the doors. Instantly, everyone at the party swarmed around the truck, cameras flashing, the parents' grins matching those of their kids. The firefighters were engaging, answered questions and created an atmosphere of excitement about what they do and how they do it.

Most impressive to me was how they turned their impromptu visit into a teachable moment. They gathering the kids (and adults) around as one of the firefighters climbed into his gear. They then had the kids interact with the firefighter, despite his frightful appearance with the breathing mask, etc, so that God forbid, should they ever see such a figure in their own home, they wouldn't be afraid and flee into further harm. Brilliant.

The firefighters passed out pamphlets, patiently answered a barrage of questions from parents and were helpful, friendly, extremely informative and upbeat through out.

It's impossible to express adequate appreciation for what firefighters do for the citizens of our city already. That they took the time and made this extra effort only bolsters their status as heroes.

Our family, along with several others at the party, will be donating to the Burn Foundation as a sign of our appreciation.

Sincerely,

James

Sent: Thursday, February 07, 2008 12:41 PM
To: director.fems@dc.gov
Subject: Webform.FEMS.atd

This Email was sent from the 'Ask the Chief' section of the FEMS website.

Ms. Crystal

Subject

=====

Other (Acknowledgement of Great Customer Service)

Message

=====

This morning (02/07/08) I as well as my two daughters and my niece were locked out of my apartment. I was in the process of preparing breakfast and my daughters were preparing to walk our overly excited Chihuahua. The dog got away from my daughter and she screamed, as my motherly reactions kicked in, I ran outside and the front door slammed shut. I was hesitant about calling emergency personnel, so therefore I called 311 which directed me to 911. Fire Company and truck # 8 responded within a few minutes and began to try to assist us with getting back in the apartment. My oldest daughter did not have a coat on and was shaking from the cold. Lt. Chism kindly gave her his jacket and proceeded to attempt to get us back in the apartment. They found an unlocked window and went through it, they informed me that they would have to cut the screens and I assured them it wouldn't be a problem. After climbing through the window, the fire personnel broke a vase and apologized sincerely and asked to replace the vase. I, of course, would not have entertained the thought and thanked them profusely for getting us out of the cold in enough time before the pots on the stove could cause more of an emergency. The responding fire personnel were kind, thoughtful and very helpful with their suggestions of prevention and also with giving my 14 year old daughter advice about school. Again, I want to acknowledge the kind and helpful men and women that responded to my personal emergency this morning. I am hopeful and prayerful that these few represent the entire agency.

From: Palmer, Gary L. (FEMS)
Sent: Fri 2/22/2008 5:47 PM
To: Rubin, Dennis (FEMS)
Cc: Herlihy, Thomas Jr. (FEMS); Lee, Brian (FEMS); Schultz, Lawrence (FEMS); Crosswhite, Kenneth (FEMS)
Subject: Outstanding customer service

Chief,

I would like to make you aware of an outstanding act of customer service by a Firefighter detailed to the Fire Watch Program. Firefighter Daniel Lovato E-18-4 was assigned to Spingarn High School. During his detail as the School Fire Watch Firefighter he volunteered his own time to teach sportsmanship and basketball instruction. He was accepted as a part of the coaching staff of the High School basketball team, given a uniform and a prominent position on the side lines during the games.

Coach Keith Jackson, has commended Firefighter Lavato's dedication and commitment to give back to the community. His dedication of time and energy to this program reflects positively on the department and he has provided a positive role model to the youth at the school. I would request the Department officially recognize his contribution to Spingarn High School.

Gary L. Palmer Jr.
Deputy Fire Chief
Fire Marshal
Fire Prevention Division

Wednesday, February 27, 2008

Subject

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Other (Compliment)

Message

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I apologize that this is long overdue, but I wanted to compliment FEMS on the response I received after I was in a traffic accident on 1/23/08 at the intersection of 4th and E NW in the evening.

The driver who hit me and I had barely pulled the cars out of the intersection and gotten out of them, let alone called 911, when help arrived. Neither of us were injured and neither car was a fire risk, but help was there immediately if it had been. It was a bad enough accident to total my car so it was no minor fender bender.

The staff who responded were polite and helpful. They responded efficiently and were on their way as soon as it was clear they weren't needed, but did make sure that we knew that the police were coming.

I was very satisfied with how the situation was handled and felt that if it had been a more serious accident, I would have been in good hands. They helped me feel ok about what was a really bad evening.

Sent: Saturday, March 22, 2008 9:08 AM
To: director.fems@dc.gov
Subject: Webform.FEMS.atd

This Email was sent from the 'Ask the Chief' section of the FEMS website.

Mr. Michael
Washington, DC 20037-2616

Subject
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Other (Thank You)

Message
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On March 21, my wife, two-month old baby and I were trapped in our 12th floor apartment because both stairwells were filled with heavy smoke. (We'd hadn't heard the building alarm, but saw all the fire engines outside the building and realized there was a problem.) We called 911 and immediately were transferred to the Fire Department to explain our situation. Within minutes, three wonderful firefighters arrived at our door and told us to stay on the balcony since the fire on another floor was already out. They kept checking on us to reassure us that all was well. Our thanks to these professionals who risk their lives every day to protect all of us.

Sent: Friday, April 04, 2008 12:51 PM
To: Smith, Tisa (FEMS)
Subject: Re: FOIA Request

Dear Ms. Smith,

Thank you again for your great assistance on this. It is such a rare pleasure in dealing with the DC Government to have come in contact with someone so efficient and effective as you, not to mention gracious.

Best wishes,
~~Hilary

WASH, DC 20016

18 APRIL 2008

PLEASE ACCEPT THE ENCLOSED CHECK
IN THE AMOUNT OF \$500.00 AS A GESTURE
OF APPRECIATION FOR THE WORK OF THE
DLFD. ABOUT 2:30 A.M. ON 17 APRIL 2008
I WITNESSED A MAN TAKE A VERY BAD
FALL ON CONNELLICUT AVENUE BETWEEN NEWARK
AND MALINDA STREETS (HE WAS ON THE WEST
SIDE OF AVENUE, IN FRONT OF CVS). WHEN
I REACHED HIM HE WAS BLEEDING AND
UNCONSCIOUS. THERE WAS VERY LITTLE TRAFFIC
AND I MUST BE THE ONLY PERSON
WITHOUT A CELL PHONE. I TRIED FLAGGING
DOWN HELP (MAD AND UNIFORMED SECRET
SERVICE) TO NO AVAIL. REALIZED ONE OF
THE LAST PUBLIC PHONES IN DC WAS NEARBY.
CALLED 911. DISPATCHER WAS WONDERFUL.
RESPONSE WAS FAST (FIREFIGHTERS FROM
I BELIEVE NO. 28 ... BUT DO KNOW
FIREHOUSE IS ONE NEAR CORNER OF CONN.
AND PORTER). AMBULANCE SOON FOLLOWED
(TOLD FROM ADAMS MORGAN). ENTIRE
TEAM WORKED ON FALLEN MAN (SEVERE
HEAD WOUNDS / INTOXICATED / SOMEWHAT AGITATED
AS REGAINED CONSCIOUSNESS). TOOK ENTIRE

continued on next page

TEAM TO STAY HIM AND SECURE HIM
TO A BACK-BOARD (HE DIDN'T MAKE
IT EASY). HE WAS TREATED WITH
RESPECT AND SPOKEN TO CONSTANTLY
(DESPITE COMPLETE LACK OF RESPONSE FROM
HIM). WHEN HE WAS LOADED AND TAKEN
TO HOSPITAL, REMAINING FIREMEN CRAWLED
THE PAVEMENT. ONE WHO NOTICED HOW
I WAS TAKEN TO ESCORT
ME ACROSS CONNECTICUT AVENUE. ALL
WAS YASTLY APPRECIATED. KINDLY LET
THE INVOLVED PARTIES KNOW OF THIS
CITIZEN'S GRATITUDE.

THANKING ALL AGAIN,

A handwritten signature in dark ink, appearing to be "W. J. H.", written in a cursive style.



GOVERNMENT OF THE DISTRICT OF COLUMBIA
METROPOLITAN POLICE DEPARTMENT

April 18, 2008

Dennis Rubin
Fire Chief
District of Columbia Fire Department
1923 Vermont Avenue N.W.
Washington, D.C. 20009

Dear Chief Rubin,

The members of the Metropolitan Police Department, Major Crash Investigation Unit, would like to take this opportunity to thank the District of Columbia Fire Department for assisting our unit in the reconstruction of a critical injury motor vehicle collision that occurred on December 23, 2007 at approximately 1231 hours in the 3100 block of Minnesota Avenue N.E., Washington, D.C. On Tuesday, April 8, 2008 the members of Rescue Squad 2 responded to our call for assistance to recover a vital piece of evidence from a vehicle located at the Metropolitan Police Department Vehicle Maintenance shop located at 17th Street and West Virginia Avenue, N.E. The evidence was contained in a vehicle that was badly crushed in the collision making it impossible for our detectives to recover the evidence unaided. The crew of Rescue Squad 2 responded promptly and within a matter of minutes removed the obstructing twisted metal from the vehicle and the property was recovered. We would like to acknowledge the fine work and professionalism displayed by your firefighters. We wish to commend them for their service to the Major Crash Investigation Unit, the United States Attorney's Office and the citizens of the District of Columbia.

We would like to note for the record the names of the firefighters of Rescue Squad 2, Platoon 4 that assisted in our investigation:

Lieutenant Joseph Rainwater
Firefighter Edgar Burton
Firefighter James Mazzara
Firefighter Michael Cramer
Firefighter Stephen Muccino (detailed from Rescue Squad 3)

We extend our gratitude to you and your personnel.

Sheryl Harley
Detective
Major Crash Investigation Unit
Vehicular Homicide Squad



DOMINICAN SISTERS OF MARY, MOTHER OF THE EUCHARIST

4597 WARREN RD.
ANN ARBOR, MI 48105
PH. (734) 994-7437
FX. (734) 994-7438
E-MAIL: sjab@sistersofmary.org
www.sistersofmary.org

April 23, 2008

Fire Chief Dennis L. Rubin
1923 Vermont Avenue NW Suite 201
Washington, D.C. 20001

Dear Chief Rubin:

On behalf of all the people we serve here in Michigan and throughout the country, the Dominican Sisters of Mary, Mother of the Eucharist wish to sincerely thank you for your part in hosting Pope Benedict's visit to our nation's capital.

You and your department have our prayerful gratitude for the immense work that surely went in to planning the logistics of the papal events. May your labors not go unrewarded here nor in the life to come.

Sincerely,

Mother M. Assumpta, O.P.

Sister

Mother Mary Assumpta Long, O.P.
Dominican Sisters of Mary

Retired Firefighter's Association



WASHINGTON, D.C.

President

FRANCIS M. OLIFF
898 KINGS RETREAT DRIVE
DAVIDSONVILLE, MD 21035
(410) 798-5011

Secretary-Treasurer

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(301) 572-5251

Second Vice President

EDWARD J. FLYNN
26250 PURDUM ROAD
DAMASCUS, MD 20872
(301) 253-0729

April 28, 2008

Chief Dennis L. Rubin
1923 Vermont Avenue, NW
Washington, DC 20001

Dear Chief Rubin:

As President of the Retired Firefighters Association I wanted to share with you some thoughts regarding two probationary firefighters that attended the funeral for retired Captain Truman Cones. Firefighter Matthew R. Fuertes, E-17 #1, and Firefighter Nicholas R. Garrott, E-19 #4, are unlikely to have known Captain Cones; however, they demonstrated the finest example of community spirit and service. They helped set up tables, assisted with clean-up and were helpful throughout the reception without being asked.

This type of behavior in our newest members is exemplary of the type of firefighter we aspire to recruit. I thought you should know of their efforts and hard work.

Sincerely,

Francis Oliff
President, Retired Firefighters Association



COUNCIL OF THE DISTRICT OF COLUMBIA

1350 Pennsylvania Avenue, NW, Suite 506

Washington, D.C. 20004

kbrown@dccouncil.us

Office: (202) 724-8174

Fax: (202) 724-8156

www.kwamebrownatlarge.com



KWAME R. BROWN

Councilmember At-Large

Chair, Committee on Economic Development

COMMITTEE MEMBER

Finance and Revenue

Public Services and Consumer Affairs

Public Works and the Environment

Workforce Development and Government Operations

May 7, 2008

Mr. Dennis L. Rubin
Fire/EMS Chief
Fire & Emergency Medical Services Department
1923 Vermont Avenue, NW
Suite 102
Washington, DC 20001

Dear Friends:

I am delighted to extend my warmest greetings as you gather for the graduation of Firefighter/EMT Recruit Class 355. On this joyous occasion I commend all of you on the completion of your training and ask that you apply your knowledge and skills to serving the residents of the District of Columbia.

On behalf of the residents of the District of Columbia, I thank you for your hard work and commitment. Your contribution to the community is invaluable. Please accept my very best wishes for continued success.

Sincerely,

Kwame R. Brown
Councilmember At-Large

ST. AUGUSTINE CATHOLIC SCHOOL

"Excellence, our way of life"

1421 V Street, North West Washington, DC 20009

Telephone (202) 667-2608
Father Patrick A. Smith, Pastor

Facsimile (202) 667-2610
Sister Emmanuella Ladipo, Principal

DCFD
Office of the Fire Marshal
441 4th St NW
Washington, DC 20001

Monday May 12, 2008.

Appreciation.

Dear Friends,

**This is to express our sincere gratitude ,to the following officers ;
Lt.O. O'Connor , Inv R Taylor, Eng Co. 9, and other officers. Who gave
a presentation on "Fire Safety ". To the third through eighth graders,
on Friday May 9, 2008.**

**Our Students and Staff greatly benefited from the educative talk, we
know it will help us to be safe at home and in school.**

Once again, thank you very much.

Yours in Christ,



Sister Emmanuella Ladipo, HHCJ. Principal.



D.C. Generals Police and Fire Football Club

PO Box 2203
Bowie, MD 20718
Phone: 240-638-6090
E-mail: manager@dcgeneralsfootball.org
www.dcgeneralsfootball.org

May 20, 2008

Chief Dennis L. Rubin
Fire and Emergency Medical Services
1923 Vermont Avenue, NW, Suite 201
Washington, DC 20001

Dear Chief Rubin,

Thank you very much for taking time out of your busy schedule to come to the DC Generals' National Police Week Kick-Off Football Game on May 10, 2008 at Gallaudet University. It meant a lot to the fans and especially the players, who are getting increasing support from the metropolitan community as they finish their second season.

In 2007, the DC Generals proudly became an official member of the National Public Safety Football League (NPSFL), joining over 20 other teams. The NPSFL is a union of public safety agency football teams throughout the United States, united to promote a positive self-image to the public by raising funds for charity through spirited competition. Therefore, our mission as part of the NPSFL is to offer support to two local police and fire charities—the Concerns of Police Survivors and the Washington Hospital Center Foundation Burn Unit.

Again, thank you for your attendance and support.

Sincerely,

Sterling Spangler

*President, Washington DC Chapter - Concerns of Police Survivors (DC-COPS) and
Consultant, DC Generals Police and Fire Football Team*

150th Anniversary
1858 - 2008



SAINT AUGUSTINE CATHOLIC CHURCH AND SCHOOL

The Mother Church of African-American Catholics in the Nation's Capital

1419 V Street NW • Washington, DC 20009

Telephone: (202) 265-1470 • Fax: (202) 234-1786

Website: www.saintaugustine-dc.org

May 21, 2008

Dennis A. Rubin, Fire Chief
District of Columbia Fire and EMS Department
Office of the Fire Chief
1923 Vermont Ave, NW
Washington, DC 20001

Dear Chief Rubin,

I would like to personally thank you for your assistance with the Saint Augustine Catholic Church and School, 150th Anniversary celebration. The units that you provided to assist with the procession to the site of our first church provided commendable service. Battalion Chief Henry Lyle and Ambulance 9 were prompt, courteous, and very professional and appreciated by all in attendance.

In Christ

Father Patrick A. Smith

Pastor

raj

CELEBRATING OUR PAST, EMBRACING OUR PRESENT, ENVISIONING OUR FUTURE!

150th Anniversary of the founding of Saint Augustine Church and School



D.C. Generals Police and Fire Football Club

PO Box 2203
Bowie, MD 20718
Phone: 240-638-6090
E-mail: manager@dcgeneralsfootball.org
www.dcgeneralsfootball.org

May 23, 2008

Dear Chief Dennis Rubin...:

I would like to take the time to thank one of your employees Shawn Downs. Shawn Downs should be recognized and commended for his efforts in helping raise funds and awareness on behalf of the D.C. Generals Police and Fire Football Team. Our organization is a 501(c)(3) non-profit in the greater Washington DC Metropolitan area (Washington DC, Maryland and Virginia) and is a member of the National Public Safety Football League (NPSFL). As such, we donate funds to the Washington DC Chapter of Concerns of Police Survivors (DC-COPS) and the Washington Hospital Center Foundation Burn Unit.

The NPSFL is a non-profit organization made up of public safety agency football teams throughout the United States, united to promote a positive self-image to the public by raising funds for charity through spirited competition.

Players such as Shawn Downs sacrifice a lot of time and money and risk personal injury to themselves by participating on the team; however, the cause and the bonds created far outweigh those barriers. You can find out more about us online at www.dcgeneralsfootball.org. (To learn more about the work of DC-COPS, visit www.dc-cops.org).

Sincerely,

Victor M. Dobro, PGPD #2961
D.C. Generals Police and Fire Football Team
p: 240-638-6090
www.dcgeneralsfootball.org

Victor M. Dobro
General Manager

Clifton Macer
Asst. General Manager

Mark Robinson
Team Advisor

Jeff Fisher
Vice-President

Jennifer Downs
Team Assistant



Doris

Washington, D. C. 20017

May 27, 2008

Office of the Fire Chief
1923 Vermont Avenue, N. W.
Washington, D. C. 20001
Attn: Dennis Rubin

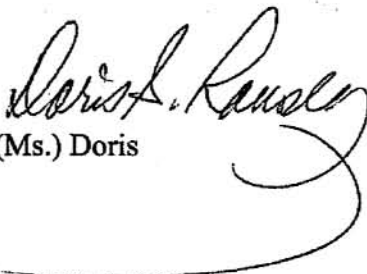
Dear Sir:

On May 25, 2008, Pastor Rita S. Martin – my sister, suffered with a stroke in her home. Her children and I would like to thank Paramedics Ferrol Ware and Eugene Burch, along with the fire engine personnel of Engine Company 24, who also responded to the call.

I would like to say that considering the nature of the stroke, they were extremely professional and patient, and were finally able to convince Pastor Martin to get into the ambulance - which is something she does not like to do. The ambulance proceeded to Providence Hospital, where she is now a patient.

This is the third stroke that Pastor Martin has suffered. However, it appears to be the worse one of them all. Again, we thank all of those mentioned, and we ask that you please pray for Pastor Martin's recovery, and keep up the good work.

Sincerely,


(Ms.) Doris

Engine Company 2
500 F Street, N.W.
Washington, DC 20001

May 27, 2008

Dear Sir,

On May 16, 2008 I suffered severe chest pains while on the job at the U.S. Mint HQ. 801 9th ST. N.W. The fire board was called by our control center and Engine 2 and Ambulance 2 responded to our location in 3 minutes. I want to thank the crews of both units for their quick response and their excellent care; they were very professional and are a credit to D.C Emergency services.

Sincerely,

Officer Robert Badenhop
#1556

From: Steve
To: Gretz, Raymond (FEMS)
Cc:
Subject: Visit to Engine 9
Attachments:

Sent: Tue 5/27/2008 8:23 AM

Hi Ray,

My wife and kids and I were in DC this past Sunday and my wife wanted to stop by a place close by your station. We parked a block away from your station and seeing the bay doors open, my son (4 yrs. old) really wanted to stop in and take a look. Just as we were walking up, the truck went on a call which thrilled him. Whoever was driving the engine that day (I didn't catch his name) gave us a nice tour and turned on the lights on the engine which also excited my son. It was nice to have someone enthusiastically show us around. Just as we were leaving, the engine went on a call, so the day was complete.

Steve

June 2, 2008

Dear Chief Rubin,

On May 18 at about 6:00 AM I had occasion to call 911. Engine Co. 21 at Connecticut and Lessenden responded very promptly. Everyone concerned took good care of me en route to Sibley Hospital and I felt right away I was in competent hands.

Equally important, I felt I was in caring hands and I want to commend most especially the EMS gentleman who was in charge of me in the ambulance and his assistant for their expert professional quick action. Unfortunately I was in no condition to ask names but I do hope somehow you could let them know how truly grateful I am.

Sincerely,

Blanche

Ms. Pam
Washington, DC

Subject

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Other (Commend emergency medical services)

Message

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Good morning.

I would like to take the time to commend the outstanding services I received this morning (Tuesday, June 3, 2008) from two of your EMS staff: Paramedic Kisha Lacey and Firefighter Peter Vanmaenen. For approx. 20-25 minutes after waking this morning I was experiencing tingling and numbness in my head and arms. When the feelings did not subside I contacted 911 (better safe than sorry). In December 2007 I experienced something similar, had a series of MRIs that showed a spot on my brain that could not be identified...but was told to return if any symptoms came back (that experience was in my thoughts this morning).

Ms. Lacey and Mr. Vanmaenen came to my home and walked me out to the mobile unit to check my vitals and go over routine questions. After perhaps 10 minutes all of my rates returned to normal and after having a bit of oxygen most of the tingling subsided. They were going to transport me to the hospital but after conferring with Ms. Lacey and her making me promise to call and visit my doctor today, I returned inside my home.

I wanted to tell someone that I received excellent service this morning! In a world where good customer service has fallen by the way side and is not even an expectation, I felt it was my duty as a citizen of the District to praise these two professionals! There are city employees that do take pride in what they do and I met them this morning! When one is frightened about their health, having people respect your circumstances goes a long way. They were patient, very courteous and never acted as if I was an imposition on their day. Most of all they showed their concern for my well being.

Please convey my thanks to Ms. Lacey and Mr. Vanmaenen and be sure to let her know that I did contact my doctor :-)!

EMBASSY OF THE
ARGENTINE REPUBLIC
WASHINGTON, D. C.
AMBASSADOR'S OFFICE

June 10, 2008

Chief Dennis L. Rubin
Fire and Emergency Medical Services
1923 Vermont Avenue Suite 102, N.W.
Washington, D.C. 20001

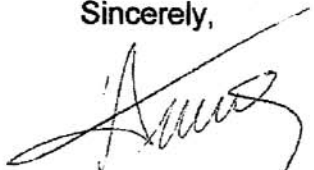
Dear Chief Rubin,

I would like to express my deepest gratitude to the Fire and Emergency Medical Services Department for their attention this past Sunday June 4, 2008 at the Argentine residence.

It may not have escalated to a severe fire emergency given that it was just smoke produced by one of the elevators but the firefighters' brisk arrival, their great efficiency, and, above all, their kind human attention was undeniably present and greatly appreciated. We are indeed fortunate to count on the capable and helpful services of your department, and the services you provide to the city and its citizens.

My very best wishes to you for your continued success.

Sincerely,

A handwritten signature in black ink, appearing to read 'Héctor', with a large, sweeping flourish extending from the end of the name.

Héctor Timerman
Ambassador

HMT/hie

June 10, 2008

Fire and EMS Chief Rubin
1617 U Street, NW
Washington, DC 20009

Mayor Fenty
Executive Office of the Mayor
1350 Pennsylvania Avenue, NW
Suite 310
Washington, DC 20004

Fire Chief Rubin and Mayor Fenty:

I am writing to draw your attention to the extraordinary efforts put forward today by four of your U Street station fire fighters, Sgt. Johnnie Butler and Firefighters Jay Seymour, Courtney Bass, and Clark Embrey.

On Saturday, June 7, 2008, I entered the U Street fire station with an extraordinary request, retrieving my wallet from a nearby sewer. The four men took my request seriously and within two minutes were ready to accompany me to the sewer. After yanking off the heavy sewer top, my wallet was quickly recovered. In fact, one of your team members actually lay down on the hot concrete and stuck his hand in sewage to retrieve my wallet. Their efforts were truly above and beyond the call of duty.

I commend you and your team for their professional and kind conduct. They saved me significant time and money and I am very appreciative of their efforts.

Thank you, and your fire fighting team, for your strong commitment to this community.

All the best and very sincerely,

Kim
(long time DC resident)

Mr. Dennis Rubin
Fire Chief
District of Columbia
By fax transmission to:
(202) 462-0807
June 12, 2008

Dear Fire Chief Rubin:

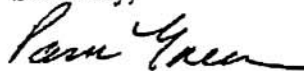
This is to thank you and commend the fine firefighters at Engine Number 10 in Southwest. Last evening I was jogging on the National Mall and heard some pitiful cries from what turned out to be a young kitten stuck in a tree at the Hirshorn Museum. There was a group of people standing in front of a tall construction wall - - the tree is behind that wall and the kitten was stuck way up in the branches. There was no access to the tree because it is sandwiched between the construction wall and the high stone wall that surrounds that area of the museum.

Gradually the tourists left, and Maria, a young woman, with a cell phone starting calling around to various D.C. offices to see if someone could come help us free the kitten. We called the police, animal control, and the fire station near where I live in southeast. The police and my local fire station said there was nothing they could do. Animal control told us that they'd come when they could, but being understaffed, there was no guarantee that it would be any time soon. It seemed questionable whether they would show up at all.

We talked to the Smithsonian guards at the museum, and they got a ladder, but the drop on the other side was too high for any of us to jump down to. So we walked over to Engine Number 10 and talked to Lt. Addo and his firefighters and they agreed to come over and help. They even brought some food to help coax the kitten out of the tree. They could not have been more compassionate, helpful or courteous in getting that kitten to safety and I'm writing to you to express my appreciation.

Maria is a young woman from Belarus, part of the former Soviet Union. The police and other authority figures there are viewed with suspicion by citizens, and probably rightly so. They are not helpful, to say the least. I was so proud to see that our firefighters were willing to help two women with what others viewed as a trivial problem. They were a great example to Maria and me of dedicated, humanitarian city employees. As someone who works for the Federal Government and lives in the District, I get more than the average share of dealing with bureaucrats. But the men in your Engine Company 10 reminded me that there are still those of us who are concerned about not just their own well-being, but that of others, even the littlest creatures for whom D.C. is home. Thank you.

Sincerely,



Pam

Washington, D.C. 20003



June 13, 2008

Mr. Dennis L. Rubin
Chief of Fire and Emergency Medical Services,
Government of the District of Columbia
1923 Vermont Avenue, N.W.
Washington, D.C. 20001

Dear Chief Rubin:

On behalf of all of us on the Board of Trustees and the staff of The Heritage Foundation, I just want to convey a very special "thank you" to you and the remarkable men and women of the D.C. Fire Department.

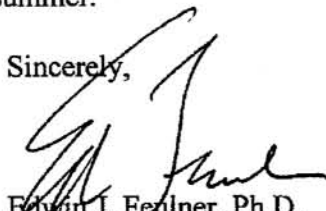
As you may have heard, at approximately 1:45 p.m. on Thursday, June 12, a fire broke out at the construction site of the front of our main office building at 214 Massachusetts Avenue, N.E. We sounded the alarm and your extraordinarily competent Fire Department responded within minutes.

The cooperation of the D.C. Police Department in terms of effectively routing traffic away from the fire scene, together with our own internal well-rehearsed fire drills, meant that the building was immediately and totally evacuated, and your responders were able to contain and control the fire very quickly and minimize the damage with no injury or personal loss beyond the inconvenience.

Everyone on the scene from the Fire Department acted in an extraordinarily professional and courteous manner, and on behalf of all of us, I want to commend them and you for this wonderful show of civic leadership and spirit.

Best wishes for a wonderful summer.

Sincerely,



Edwin J. Feulner, Ph.D.
President

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ADRIAN M. FENTY
MAYOR

June 23, 2008

Chief Dennis Rubin
Metropolitan Police Department
1923 Vermont Ave., NW
Washington, DC 20001

Dear Chief Rubin:

I want to sincerely thank you and the committed staff of the Fire and Emergency Medical Services (FEMS) Department for your continuing participation in the Operation Fix-it initiative. Your efforts in ensuring the public safety of the residents of the District of Columbia are commendable.

I especially want to acknowledge Inspector Victor Rollins for generously offering his time and effort at a Fix-It held in Ward 8 on Thursday, June 19, 2008. His leadership and collaboration with the other agencies to enhance and service this area is a great reflection of the dedication and responsiveness that our city government stands for.

Please find enclosed a photograph of the Inspector Rollins participating in last week's Fix-It. I appreciate the hard work of everyone at FEMS, and look forward to seeing how our joint efforts can continue to bring a positive change to the future of the District of Columbia.

Sincerely,

A handwritten signature in black ink, appearing to read "Adrian M. Fenty".

Mayor Adrian M. Fenty

cc: Assistant Chief Gary Palmer, Fire and Emergency Medical Services Department

6/27/08

Mr. Christopher
Bureau of Economic Analysis
Paoli, PA 19301

Subject
=====
District Services

Message
=====

I am pasting in a copy of a letter that I am sending in print to the Mayor and to the Washington Post. I didn't want to delay this message any further. Thank you.

Dear Mayor Fenty,

I would like to commend the Washington DC Fire Department for the excellent and timely assistance that their Emergency Medical Teams provided to my daughter on June 6. I would especially like to commend EMT/P Davis and EMT/A Mendoza of Medic 12 for their prompt, efficient care and for their many courtesies to me and my daughter.

My daughter, severely dehydrated after the second day of her walking tour of the city, collapsed and went into a seizure. Thanks to the efforts of several kind passers-by who helped reach 911, a fire truck and an ambulance arrived on the scene within minutes. Officers Davis and Mendoza took immediate action to apply an IV and oxygen and monitor my daughter's vital signs. After recovery they brought us to the ER at the Washington Hospital Center where they stayed with us until she was admitted to care. I might add that their friendly and jovial conversation helped my then revived daughter and me back to good spirits. I would also commend the staff in the ER who took such good care of my daughter in testing and monitoring her throughout the night.

My daughter and I are residents of the Philadelphia suburbs. My family and I have had wonderful family visits to Washington in the past, and I currently commute daily to the District. I think this event and the assistance we received have made for a unique memory, fortunately another one with a happy outcome. Thank you for your services. I hope the residents of the District appreciate them as well.

Sincerely yours,
Christopher

From: MPD-4D@yahoogroups.com [mailto:MPD-4D@yahoogroups.com] **On Behalf Of** unclaw
Sent: Monday, June 30, 2008 1:15 PM
To: MPD-4D@yahoogroups.com
Subject: [MPD-4D] Thanks DCFD and MPD!

Just wanted to express our thanks to the firemen and police officers who responded to our 911 call last night. It wasn't 15 seconds after we hung up with the 911 operator it seems before we heard sirens in the distance.

For those neighbors who are wondering, we had oil on the stove (we were frying falafel balls) that burst into flame. We had a fire extinguisher under the kitchen sink, though, so it was out in relatively no time-- although it felt like much longer! I got first degree burns on my left foot from the resulting splatter, but it's nothing that a little ointment and some gauze won't fix.

Thanks again to the DCFD and MPD, and to Washington Hospital Center as well. It's great to see that the system works when you need it. Next time, we're just gonna go out for Lebanese instead. :)

Gregory (& Abby & Isaac)

Clarence "Buddy"

Washington, DC 20010

July 2, 2008

**Chief Gary Palmer
DC Fire & EMS Department
Office of the Fire Marshall
441 4th Street NW Suite 370
Washington, DC 20001**

Dear Chief Palmer:


I would like to take this opportunity to commend Lieutenant Lyford Banks of the DC Fire & EMS Department for the excellent service he provided when I called his office on June 4, 2008, to obtain information concerning a fire safety issue.

While speaking with Lt. Banks on June 4th, I realized he was very busy answering other calls simultaneously. I therefore, I left my name and phone number and Lt. Banks stated that he would return my call at his first opportunity.

Within five minutes, Lt. Banks returned my call. After ascertaining the specific nature of my concern and within 20 minutes of my phone call, Lt. Banks had researched my request and faxed a very useful document to me.

I applaud the professional and efficient customer service rendered by Lt. Lyford Banks.

Sincerely,


Clarence "Buddy"

Cc: Lieutenant Lyford Banks

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(202) 544-5365 Fax
www.communityconnectionsdc.org

8210 Houston Ct.
Takoma Park, MD 20912
(301) 585-6118
(301) 589-4860 Fax

July 9, 2008

Dennis Rubin, Chief
Fire and Emergency Medical Services
1923 Vermont Avenue, NW
Washington DC 20001

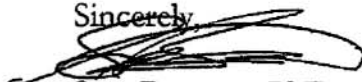
Dear Chief Rubin;

I just wanted to take a moment to share our appreciation for Mr. Norman Saunders, Truck 7, and the rest of the crew from Engine Company 18 who responded to an emergency at Community Connections this afternoon, at 2:30pm.

The crew arrived within 3 minutes of the 911 call and were immediately involved in providing medical assessment and care. They made great use of information provided by our Nurse and Case Manager - all to the benefit of our mutual client.

The crew was responsive to the clients' needs, sensitive to the mental health environment of our facility, and efficient in carrying out their duties. Community Connections staff are truly thankful for the competence and professionalism of Engine Company 18

Sincerely,



Sam Bauman, PhD
Clinical Supervisor
(202) 281-2945

From: Margaret Romero
Sent: Fri 7/11/2008 12:59
To: Rubin, Dennis (FEMS)
Cc: Etter, Alan (FEMS)
Subject: Thank you

Dear Chief Rubin,

On behalf of the Nanjemoy Community Center, Charles County Government Department of Community Services, I would like to thank FF Jon Hope and Investigator Rodney Taylor for their exciting K-9 demonstrations. Our summer camp children thoroughly enjoyed the dogs and their handlers. The work that they do is amazing. We appreciate the K-9 units being able to travel out of their jurisdiction to educate our children that would not have the opportunity otherwise.

Sincerely,

Meg Romero
Nanjemoy Community Center Coordinator



July 14, 2008

Chief Gary Palmer Jr.,
Deputy Fire Chief/Fire Marshal
Fire and Emergency Medical Services Department
441 – 4th Street, NW
Washington, DC 20001

Dear Chief Palmer:

I can't thank you enough for today's presentation to our members. Not only is it important to refresh our members on the basics, but your Department has a lot going on and we are happy to participate in these initiatives

As I mentioned, we will send your power point out via our website to all our hotel General Managers and special copies to those who participated today. I am also very interested in the following:

- Working with Lt. Webb on the door hanger initiative
- Encouraging our members to put more "back of the house" signage in Spanish
- We will let the members know about the ISO City Risk surveys. Any information on timing and what to expect you can give me would be a big help
- Remind the members about testing sprinklers and systems
- Inaugural inspections.

Regarding the last item, we have about 50% of our General Managers who are new since the last Inaugural. I was thinking a short briefing here in our office targeted to those members on what to expect and how to deal with federal agency requests might be helpful. Perhaps in September/October?

Clearly, we have many things to work on collectively. So let's keep in touch. Again, thanks for an excellent presentation and for understanding so much about our industry.

All the best,

Sincerely,

Emily F. Durso
President

CC: Chief Dennis Rubin

Capitol Hill Club



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Mr. John Autry

18 July, 2008

Captain Graydon Dupree
Engine 18
414 8th Street, SE
Washington, DC 20003

Dear Captain Graydon;

On behalf of the members, employees, and Board of the Capitol Hill Club, I would like to express our deep appreciation for the manner in which your Engine handled our fire emergency on Tuesday, 15 July.

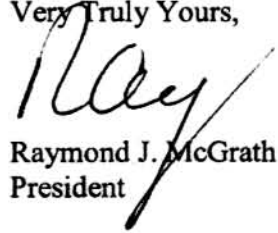
In addition to arriving at the scene very quickly, your firemen were courteous and very considerate of the Club's property and assets in their demeanor.

They were also very helpful in expediting the process by which the Club was able to partially re-open for business, in communicating management's desires to the investigator on site.

As the Club's way of saying thank you, I would like to extend an invitation for the entire Engine 18 staff to be the Club's guest for a meal of your choosing, so that our staff can express their appreciation personally. Please contact Club Manager Stan Lawson at the Club, 202-484-4590 to make the arrangements.

Please pass along our gratitude to all of your staff, and I look forward to meeting your men at the event once planned.

Very Truly Yours,


Raymond J. McGrath
President

300 First Street, Southeast
Washington, DC 20003

PH 202-484-4590
FX 202-479-9110

www.capitolhillclub.org

Sent: Monday, July 28, 2008 3:43 PM
To: director.fems@dc.gov
Subject: Webform.FEMS.atd

This Email was sent from the 'Ask the Chief' section of the FEMS website.

Mr. Mark
Londonderry Fire Department

Londonderry, NH 03053

Subject
=====
Other (Engine 16 Tower 3 Visit)

Message
=====

Good Afternoon: While attending the Natioanl Fire Academy I had an optortunity to visit the fire house of Engine 16 and tower 3. Oviously they firefighters there have their share of calls, they were also busy palnning a retirement party for that evening. Even with all this the firefighters took the time to show me and my classmates around the station and feel welcome. We purchased some tee shirts and hats and were on our way. Thank you for your hospitality.
Mark



U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION
Washington, D.C. 20507

Office of
Human Resources

Health & Wellness Center
Whole Health Management
1801 L Street NW Suite 3401
Washington DC 20507

September 4, 2008

Dear Mr. Wright:

Thank you for taking time out of your busy schedule to participate in the EEOC Health and Wellness Fair and for contributing to the success of our event.

The information that you provided and shared with our employees was an important contribution to the wellness and safety segment of the Health Fair.

Your knowledge and positive demeanor was very refreshing; it was a pleasure interacting with you, The DC Fire and EMS department should be proud to have you representing them in our Community.

Thank you again for your participation and we hope that you would consider being a part of our program again in the future.

Sincerely,

Judy Claytor

Judy Claytor RN COHN-S
Lead Nurse
202.663.4101 phone
202.663.7105 fax
judy.claytor@eeoc.gov

Deacon Newton Ray Wilson
Chairman, Deacon Ministry

Trustee John Spann, Sr.
Chairman, Trustee Ministry

Mrs. Rose Spann
Church Clerk



Reverend Ishmael L. Shaw, Pastor

Church Office
202-562-6339

Fax: 202-563-3653

September 18, 2008

Captain Richard Zegowitz and Staff
DC Fire Department
Engine 25
3203 Martin Luther King, Jr. Avenue, SE
Washington, DC 20032

Dear Captain Zegowitz:

On behalf of the Board of Mission Ministry, I extend sincere appreciation to you and staff for participating in our 13th Annual Harvest Day Community Block Party and Health Fair held on Saturday, September 13. This was a great day in the life of our church, and you and your staff played a vital role in making this event a great success.

Again, thank you; may God continue to richly bless each of you.

Sincerely,



Reverend Ishmael L. Shaw
Pastor

cc: Mr. William Wright, Customer Service Specialist
ATT: PIO Office
DC Fire and EMS Department
1923 Vermont Avenue, NW – Suite 105
Washington, DC 20001

Sis. Susie Harris
Board of Mission Chair